

# **IRELAND ARMY COMMUNITY HOSPITAL**



## **PATIENT INFORMATION HANDBOOK**

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# **Commander's Welcome**

The dedicated health care professionals of the United States Army Medical Activity at Fort Knox, Kentucky, are working together to provide our patients top quality health care and preventive services throughout seven states. We are proud of our health care system and proud to serve our nation's soldiers and families.

The hub of our activity is the Ireland Army Community Hospital (IACH) located at Fort Knox, which serves the Fort Knox community with primary and specialty care providers. Members of the MEDDAC team also staff a troop medical clinic to provide acute care services to Knox's Initial Entry Trainees. The activity also staffs the Camp Memorial Blood Center. This center collects blood in support of the Armed Forces Blood Program and performs essential testing for all military donor centers in the Eastern United States. Finally, we also have an Optical Fabrication Laboratory that makes glasses and mask inserts for most of the soldiers in the Eastern United States.

In addition to Kentucky, Ireland Army Community Hospital's area of responsibility also includes Ohio, Indiana, Michigan, Illinois, Wisconsin and Minnesota. Within this 7 state area, the MEDDAC serves the Active Duty population, many of who are in isolated areas where they serve as recruiters and trainers. To serve our troops outside the Fort Knox area, we have clinics in Kentucky, Wisconsin, Michigan, and Illinois.

Much of the health care provided to our beneficiaries in our health service area is provided through the Department of Defense's health care program called TRICARE. TRICARE is the military health plan that allows active duty soldiers and their family members access to health services even though they are not near a military facility. It also allows family members and retirees a choice of health care plans; they can elect to receive services through a military treatment facility or from a civilian network provider.

The entire staff of the USA MEDDAC at Fort Knox looks forward to serving you, our beneficiaries. We are continuously working to improve our service to ensure you get the care you need in the environment that you deserve. If there is anything we can do to make your health care experience better at any of our facilities, please contact the hospital Patient/Staff Liaison at (502) 624-9011 or myself at (502) 624-9070.

D. CASEY JONES  
COL, MC  
Commanding

## PATIENT/STAFF LIAISON OFFICE

I would like to welcome you to Ireland Army Community Hospital. I sincerely hope you find each and every visit with us pleasant. The purpose of this office is to provide liaison between patients and hospital staff in a good faith effort to ensure mutual cooperation and understanding of the complexities of health care.

If you have compliments, complaints, or need assistance, please contact the Noncommissioned Officer in Charge, Officer in Charge, Head Nurse or the Chief of the Service. If your concerns are not addressed at this level please contact this office. If you are an inpatient, contact the head nurse for assistance. If he/she is unable to resolve your concerns, ask that this office be contacted on your behalf. Outpatients may visit my office located by the Outpatient Clinic entrance or telephone at (502) 624-9011.

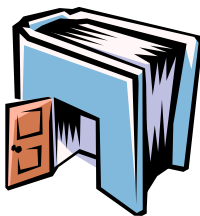
We also provide informational/individual orientations for “newcomers” or any beneficiary who wishes information about clinic assignments, how the appointment system works, availability of care, etc. For an orientation appointment, call the number listed above. **Mutual cooperation and respect are the keys to successful healthcare.**

This guide as well as additional hospital information is also available at our web site: [wwwiach.knox.amedd.army.mil/iach/](http://wwwiach.knox.amedd.army.mil/iach/)

ANGELA ALBRIGHT  
Patient/Staff Liaison



**This handbook is meant to provide general information for our patients. Every effort has been made to ensure accuracy, however, changes within this Medical Treatment Facility are frequent due to many factors. If you find something in error, please assist us by contacting the Patient/Staff Liaison so that the information can be corrected when the handbook is next published. This handbook is also available on-line.**



## HEALTH BENEFITS OFFICE

The Ireland Health Benefits Office has been created in order to provide an additional service to our beneficiaries that will allow them to be able to access medical benefits available to them. Mr. Tom Arney and Ms. Pam Poor are hospital staff members who serve in multi-faceted roles as Beneficiary Counseling Assistance Coordinators (BCAC's), Health Benefits Advisors (HBA's) and Debt Collection Assistance Officers (DCAO's). The BCAC serves as the beneficiary advocate in problem solving, interacting with other MTF staff members, managed care support contractors, and claims representative to resolve beneficiary concerns. The DCAO deals specifically with medical claims problems which have gone to a collections agency or which appear on a negative credit report. The HBA provides general assistance with health benefits questions, assists with coordination of health resources in the community, and facilitates health benefits education opportunities.

The office is located on the first floor of the hospital in room XIA-15 near the "LEADERSHIP Lobby". From the main elevators on the first floor follow the signs that read "HEALTH BENEFITS". The staff can be contacted by calling (502) 624-9187/9188 or E-mail at: [pamela.poor@na.amedd.army.mil](mailto:pamela.poor@na.amedd.army.mil) or [Thomas.arney@na.amedd.army.mil](mailto:Thomas.arney@na.amedd.army.mil)

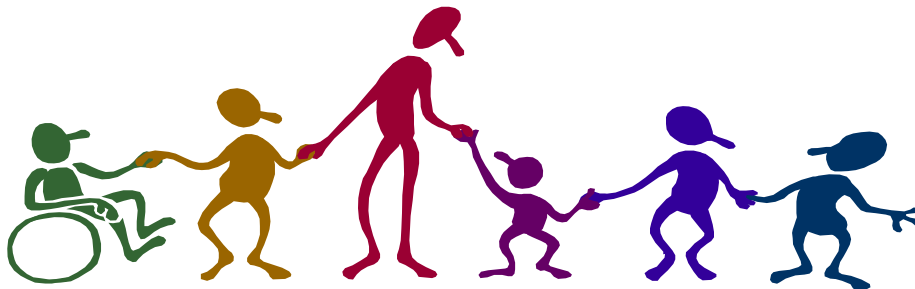
## DEPARTMENT OF MINISTRY AND PASTORAL CARE

The mission of the Department of Ministry and Pastoral care is to provide holistic health care, which includes the religious, moral, and ethical needs of patients, staff members, and families of Ireland Army Community Hospital.

The hospital chapel is open everyday, 24 hours a day. Individuals may use the chapel to pray or meditate at their convenience. "Blessed Sacrament Chapel" is always open for our Catholic patients and/or staff. Catholic Mass is held each Tuesday at 1200 and the Protestant Service is conducted each Wednesday at 1200. We also offer spiritual and inspirational booklets on various subjects through our literature racks.

If there is a particular need or request our office is located on the 2<sup>nd</sup> floor, Rm 2-C3. Normal office hours are 7:30 a.m. to 4:30 p.m., Mon - Fri. Our telephone number is (502) 624-9714/9415.

After duty hours the On Call Duty Chaplain will respond to needs or concerns. The Duty Chaplain can be reached through the Post Staff Duty Office at (502) 624-4481/4421.



## **MEDDAC FORT KNOX**

### **Patient Bill of Rights**

This document contains important information about your **Rights** and **Responsibilities** as a patient in this facility concerning:

- Access to Care
- Privacy
- You and Your Child
- Refusal of Treatment
- Advance Medical Directives (AMDs)
- Provision of Information
- Reporting of Concerns

The patient care staff or the Chaplain's Office at (502) 624-9714 can answer any questions concerning the information in this document.

References: 1. AR 40-3, Medical, Dental, and Veterinary Care 2. MEDDAC Memo 15-3 (i.e.-Ethics Committee)

### **RIGHTS**

**Access to Care:** Right to impartial access to treatment or accommodations that are available and medically indicated, regardless of race, creed, sex, national origin, or religion.

**Respect and Dignity:** Right to considerate respectful care at all times and under all circumstances, with preservation of your personal dignity.

**Privacy and Confidentiality:** Right to personal and informational privacy manifested by the:

Wearing of appropriate personal clothing and religious or other symbolic items within army regulations as long as they do not interfere with diagnostic procedures or treatment.

Assurance of reasonable privacy for interviews and examinations and the opportunity to have a chaperon upon request.

Expectation that any discussion or consultation about your case will be conducted discreetly and privately.

Care for your medical record, in a way that ensures it is read only by people who have an official need to know and by others legally authorized by you.

Expectation that all communications and records pertinent to your care be treated as confidential.

Request for transfer to another room (if available), if other patients or visitors in your room are unreasonably disturbing.

You will be placed in protective privacy when considered necessary for personal safety.

**Personal Safety:** Public Law 91-596, 5 (a) (1) as amended by Public Law 105-241, September 1998 states " Each employer shall furnish to each of its employees employment and a safe place of employment which are free from recognized hazards that are causing or are likely to cause death or serious physical harm to its employees. The right to safety in the hospital, within the standards of practice and the care environment.

**Assessment and Management of Pain:** As a patient in the hospital you can expect your reports of pain to be believed. We are concerned and committed to pain information, relief, prevention, and management. The staff is committed to respond quickly to address your reports of pain.

**Identity:** Right to know the name and status of the people who provide your care and which one is responsible for your care.

**Information:** The right to complete and current information about your diagnosis, treatment, and any known prognosis (expected outcome) in terms that you or your legal representative can understand.

**Communication:** The right to access people outside the hospital by means of visitation or verbal and written communication. Access to an interpreter (if available) when language barriers are a problem.

**Consultation:** Right to a second opinion with another provider. If an appropriate provider isn't available, you may consult with a specialist outside of the government system at your own expense.

**Continuity of Care:** Right to information about continuing health care requirements that are essential when you are discharged from the hospital.

**Consent:** Right to advice, informed participation in decisions involving health care based on a clear concise explanation of the condition, technical procedures (including assessment of serious side effects), problems related to recuperation, probability of success and anticipated benefits of the proposed treatment.

**Refusal of Treatment:** You have a right to refuse treatment within the extent permitted by law. When your desires violate professional and ethical standards, your practitioner's relationship with you may be terminated upon reasonable notice.

**Advance Directives:** You have the right to designate a representative to make health care decisions for you if you become unable to do so. You have the right to formulate an advance directive (living will and/or medical durable power of attorney), and to actively participate in the discussion of ethical issues pertinent to your care.

**Transfer:** You may be moved to another facility only after explanation of the need for the transfer and acceptance by the new facility.

**Hospital Rules and Regulations:** You have the right to information about hospital rules and regulations applicable to your conduct as a patient and how patient complaints are initiated, reviewed and resolved.

**Your Rights when your Child is a Patient:** Questions and concerns about your (minor) child's treatment will be fully addressed, and you will receive medical advice when you request it.

## **RESPONSIBILITIES**

**Provision of Information:** You must give correct and complete information about present complaints, past problems, hospitalizations, medications, and other matters relating to your health. You should report changes to your doctor. You should also make it known if you clearly understand the plan of action and what is expected of you.

**Compliance with Instructions:** You must follow the treatment plan as outlined by your health care provider, to include directions from nurses and other healthcare workers as they carry out their plan of care. You must comply with our rules, keep appointments, and call hospital staff or doctors when you are unable to do so.

**Refusal of Treatment:** You are responsible for your own actions when you refuse treatment or do not follow the doctor's instructions.

**Hospital Rules:** You are responsible for following hospital rules and regulations affecting patient care and conduct.

**Hospital Charges:** You are responsible for prompt payment of any and all financial obligations incurred while under treatment.



**Respect and Consideration:** You must be concerned with the rights of other patients and hospital staff. You should assist in the control of noise, and the number of people coming to your room. Respect the property of other persons and the hospital.

**Protective Services:** The hospital supports the developmentally disabled (to include senior citizens), from exploitation, neglect, or abuse. Depending on the nature and extent of your needs, protective services may range from counseling to full guardianship.

**Pain Management:** As a patient, ask your doctor or nurse what to expect regarding pain and pain management. You should ask for pain relief when pain first begins and discuss relief options. You need to help the medical staff evaluate your pain.

You are to **Protect Others from Illness or Infection:** You should discourage friends and family from visiting if they are sick or have been exposed to a communicable disease such as chicken pox.

**Dilemma Resolution:** Should you believe there is a dilemma around the issues of admission, treatment, or discharge you have the right to express your concern with any member of the patient care staff.

**Reporting of Patient Complaints:** You may express your concerns, recommendations, question, and complaints to the Patient Representative at 624-901 or the Chaplain's office at 624-9714.

**Reporting of Ethical Issues:** You can report ethical issues or concerns to the Ethics Committee by calling 624-9714. After normal duty hours contact the AOD at 624-9928.

## PATIENT SAFETY

Patient Safety is a team responsibility and everyone has a role in making healthcare safe. At Ireland Army Community Hospital all disciplines work collaboratively to create a safe environment for our patients. Our team works together to identify issues or processes that may have the potential to cause harm to patients, their families and/or staff members. IACH encourages the "SPEAK-UP" program of the Joint Commission on the Accreditation of Healthcare Organizations that urges patients to get involved in their care. This initiative provides simple advice on how patients make their care a positive experience. Make the Safest Way the Best Way; It is the Right Thing to Do.

## HOW TO FIND YOUR WAY AROUND



The hospital is actually two buildings; a nine-story tower with basement, built in 1957 as a 500-bed hospital, and an outpatient clinic complex built in the late 1970s. They combine to create our hospital today.

The best way to find your way around is to look for signs. IACH has new signs that are posted in many locations to assist you. Navigate from sign to sign to your destination. Feel free to ask directions from anyone with a hospital badge or a Red Cross volunteer.

## CHILD CARE

In order to protect your children from diseases with which they may come in contact, you are asked to not bring your children to the hospital except for their own clinic appointments or visits. Also, we ask that your children not be left unattended at any time, but especially in your care, on the hospital grounds or in the clinic areas.

The Fort Knox Child Development Center, in Building 4249 at the corner of Chaffee Avenue and Bullion Boulevard, operates from 9:00 a.m. to 3:00 p.m., Monday - Friday. You are asked to call ahead to make reservations at (502) 624-6708. Reservations can be made up to 30 days in advance. Fees are reasonable and children will be taken on a daily basis, if space permits or if cancellations have occurred. Children must be current with required immunizations and go through registration process before using child youth services.

### **SMOKING**

All MEDDAC patient treatment areas are designated “No Smoking” buildings as well as all other buildings managed by the MEDDAC. The following entrances to building 851 (IACH) are designated as public egress; smoking within 50 feet of these entrances is prohibited.

- (1) Outpatient lobby entrance
- (2) Emergency Room Ambulance Entrance (not within 15 feet of door overhang)
- (3) First floor Lobby Entrance
- (4) Central Exam Entrance (Ireland Loop)
- (5) Hospital Logistics Loading Dock
- (7) Nutrition Care Loading Dock
- (8) Hospital Pharmacy Entrance (Faces Wilson Road)

There is a designated smoking shelter outside the Nutrition Care Dining Facility near the walk-in Emergency entrance as well as by the Outpatient Clinic entrance.

### **ALCOHOL AND DRUGS**

Alcoholic beverages including beer or unauthorized drugs and narcotic substances will not be brought to the hospital nor be kept or used in any place where patients are housed or treated.

### **IDENTIFICATION AND PRIVILEGE CARD**

You should not be offended when you are asked to show your Armed Forces Identification Card, DD Form 2, or Uniformed Services Identification and Privilege Card, DD Form 1173 when you come to IACH for treatment. In addition to safeguarding your benefits, by regulation, hospital personnel are required to verify that you are eligible for care. This prevents unauthorized personnel from using your facility. Active duty, retired and family members aged 10 or more and children of divorced parents must have their own ID card. Children’s ID cards must be presented even when they are accompanied by a parent with a valid ID card. Mutilated or expired ID cards may be confiscated and a receipt given to you. You will need to obtain a valid ID card from One Stop Personnel Processing, Building 1384 (White Hall).

In the event that you cannot produce your ID card, the Patient Administration Division’s, Outpatient Medical Records Branch may give you temporary permission, with the presentation of some form of picture identification for you to receive care for one day only. You or your sponsor must then present your valid ID card to the hospital Treasurer’s Office within 14 days. Failure to do so results in you or your sponsor being billed for an outpatient visit at the current civilian rate. Patients who present a valid ID card but who are not enrolled in DEERS will be denied all but emergency care. There are no exceptions.

## DEERS

DEERS stands for the Defense Enrollment Eligibility Reporting System. It is required that DEERS eligibility be checked on each patient seen at the hospital. We ask your help to ensure that you and all your eligible family members are enrolled in DEERS. This is a protection for you and allows us to identify those persons who are illegally using your hospital. The only facility that can assist you in becoming enrolled in DEERS or in making changes is the post Personnel Service Center. At Fort Knox, go to the ID Card Section, Building 1384 (White Hall). Their telephone number is (502) 624-1818/8123.

## MEDICAL RECORDS

Hours of Operation 0630 – 1630: Outpatient treatment records and health records are the property of the U.S. Government and must be kept on file at IACH or at the appropriate troop medical clinic. This is in accordance with Army Regulations and is necessary to protect your medical interests. You are required to turn in the medical records, which pertain to you so that the staff of the Outpatient Medical Records Branch or your Primary Care Clinic may properly maintain and control them for you. Failure to turn in your medical records results in your physician notes, and other special study results not being filed in the medical record. The hospital uses a paperless lab and x-ray system so you need to ask for lab and x-ray results to be included in your outpatient record before moving or PCSing to a new area. Such incomplete medical records inhibit and can seriously compromise the delivery of quality medical care to you.

If you or your family members are seen by civilian sources, you may request that any portion of your medical record be copied for use by the civilian source. This can be accomplished by mailing a request or coming to Release of Medical Information, Patient Administration Division located on the first floor. The request must include the patient's date of birth and the sponsor's social security number; please specify what portion of the records, or for what time period, you require them. This is generally not a same-day service; give them as much notice as possible. Copies of inpatient records may also be obtained by a written request. Walk-in requests are received weekdays; 7:30 a.m. to noon and 12:30 to 3:30 p.m. Phone requests are accepted during duty hours. For emergencies after duty hours contact the AOD at (502) 624-9928. For further information you may call (502) 624-9246.

When you are being seen in a walk-in clinic or on a same-day appointment, you should first report to the Records Room in the Pharmacy Lobby in order to sign out your medical record. **NOTE: IF THERE IS A LONG LINE AT THE HEALTH RECORDS PICK UP POINT AND YOUR APPOINTMENT TIME IS IMMINENT, PLEASE REPORT FOR THE APPOINTMENT TO LET CLINIC PERSONNEL KNOW THAT YOU ARE ON TIME FOR THE APPOINTMENT AND ARE GOING FOR YOUR RECORDS, THEN RETURN TO THE HEALTH RECORDS PICK UP POINT.**

The 1974 Privacy Act prevents spouses from signing out each other's medical records and prevents parents from signing out the records of their children who are 18 or older. Written permission must be granted by the person to whom the record pertains and must be presented to the Records Room with the person's ID card. This is particularly critical when you have a permanent change-of-station move.

If you have not received care for a period of time, your record may have been retired to the National Personnel Records Center in St. Louis. The retirement date for Outpatient

Treatment Records will be 3 years after the end of the year in which last medical treatment was received. For example, if a record is initiated in 1990, it is color-coded for tentative retirement in January 1994. If the record is used during 1991, the record is recoded to indicate a new tentative retirement date of January 1995 (IAW AR 40-66). Military Health Records are treated in the same manner IAW AR 25-400-2.

### **TREATMENT OF MINORS**

In the Commonwealth of Kentucky, a minor is any person under the age of 18. Routine medical care may be furnished to a minor only with the consent and presence of a parent or legal guardian. Emergency care, where there is the threat of loss of life, limb or eyesight, may be rendered to a minor without parental consent. By Kentucky law, minors may be treated for family planning purposes, venereal disease, alcohol and drug abuse, and pregnancy without the consent of their parents.

### **LIMITED POWER OF ATTORNEY**

When you must be away from your children for brief periods of time, a limited power of attorney should be initiated which temporarily appoints another adult for the purpose of granting consent for your children's medical care. True emergencies will be treated in the Emergency Room without such formalities. These documents are prepared through the local Legal Assistance Office in Building 1310 (Pike Hall) on Knox Street, phone (502) 624-2771. A copy of the power of attorney should be presented at the time care is sought. It is also recommended that a copy be placed in the health record. Call (502) 624-9759 for further information.

### **PHYSICIAN EXTENDERS**

IACH seeks to make the most of the talents and skills of the staff in order to minimize the shortage of Army physicians by employing physician assistants (PAs) and nurse practitioners (NPs).

You and your family may encounter these highly trained staff members in the hospital. These specially selected staff members screen, examine, and treat patients under the supervision of a physician. Hence, their services extend the physician's capacity by enhancing your access to medical services.

### **ACCREDITATION**

Our efforts to give you the best care possible have received the seal of approval from the premier accrediting body in health care today. We are accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), a professional, non-profit organization dedicated to improving the quality of care provided in hospitals and other health care facilities. It serves as a national forum where health care professionals and other leaders express their ideas about quality in health care. JCAHO publishes its standards and uses them in a consultative and evaluative process called voluntary accreditation.

Our accreditation means that we asked to be evaluated by an outside, independent organization for compliance with national standards set by our peers. Those standards represent the best thinking about quality in health care in our country. It also means that

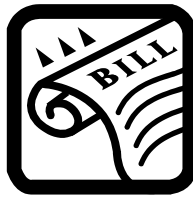
we have been evaluated for compliance with those standards and have met them. Ireland Army Community Hospital was last evaluated by JCAHO in the spring of 2000. Accreditation was awarded on May 12, 2000 for three years.

### **HOSPITAL TREASURER'S OFFICE**

The Hospital Treasurer's Office is open weekdays from 0800-1530. You or your sponsor must settle your account at the time of discharge or arrange for payment with the Treasurer's Office. Payment can be made by cash, check, money order, traveler's check or payroll deduction. Patients discharged after normal duty hours, weekends or holidays will be mailed an invoice.

The Patient's Trust Fund is available to secure your funds and valuables at the time of admission. If the Hospital Treasurer's Office is closed at the time of admission you may request the ward to contact the AOD on duty to collect and secure these for you. You are reminded to pick up your funds and valuables during normal duty hours. The AOD on duty will not have access to these in the evenings or weekends.

**The Treasurer's Office is located on the ground floor of the hospital,  
RM XBB -7. They can be contacted at (502) 624-9272.**



### **EMERGENCY SERVICES EMERGENCY ROOM**

The Emergency Room at IACH offers **emergency** health services to patients of all ages. The service is responsible for the immediate treatment of any medical or surgical **emergency** situation. It is staffed 24 hours a day, seven days a week, by a highly trained team of doctors, nurses and medics. All cases are triaged according to the seriousness of the problem, with **those most critically ill being seen first**. There are three categories of care seen in the ER, they are:

**EMERGENT** - In need of immediate care to prevent loss of life, limb or eyesight.

**URGENT** - In need of care within a few hours to prevent loss of life, limb or eyesight.

**NON-URGENT** - Those conditions in which delayed treatment will not result in loss of life, limb or eyesight.

We ask that you do not seek routine, non-emergency health care from the ER. **This only increases the waiting time for you to be seen.** If you do, however, you may be referred to your Primary Care Clinic for an appointment at a later time, again delaying when you will be seen. Your understanding and cooperation will help us eliminate prolonged waiting time for you to be seen.

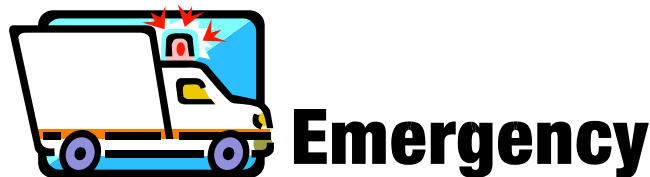
The ER will not routinely refill prescriptions, treat body parasite infestation, e.g., lice, treat venereal diseases, or treat vaginal infection.

A friend or family member will be allowed in the treatment area, as determined by either the ER physician or nurse after the initial evaluation and stabilization of the patient is completed. To ensure the privacy of all patients, visitors may be asked to leave once they are in the treatment room.

The Emergency Room is the hospital's place to treat emergencies and not routine illnesses. Seeking treatment for non-emergencies only delays treatment for all. Please be considerate of others, as you would want them to be of you.

### **AMBULANCE SERVICE**

Highly trained and certified emergency medical technicians and paramedics who utilize the most modern Emergency Medical Service vehicles and the latest EMS equipment staff the Ambulance Section. Bona fide requests for emergency ambulance service will be honored by contacting the Fort Knox emergency desk at 911.



### **DEPARTMENT OF MEDICINE**

#### **IRELAND PRIMARY CARE CLINICS**

The Ireland Primary Care Clinics provide managed health care to enrolled active duty personnel, retirees and their family members.

Hours of Operation are:

Monday - Friday 7:00 a.m. - 8:00 a.m. for Army Sick Call

Monday - Friday 8:00 a.m. - 5:00 p.m. for Primary Care Appts

Saturday 9:00 a.m. - 10:00 a.m. for Army Sick Call

Saturday 9:00 a.m. - 1:00 p.m. for Pediatric Appts

10:00 a.m. - 1:00 p.m. for Primary Care Appts

To obtain an appointment, enrolled beneficiaries are to call the IACH appointment line at (1-800-941-4501). To limit the number of calls into the clinic and consequently the amount of time spent on hold, routine appointments and well visits may be made by calling the appointment line after 1100. Beneficiaries who walk-in for medical care will be evaluated by a triage nurse and may be required to wait for the next available appointment.

Clinic's 1, 2 and 3 are located in the Basement. If you have question concerning Clinic 1 please contact the Clinic NCOIC (502) 624-9965. Questions may be directed to the Clinic Administrator for Clinic II and III at (502) 624-9843.

#### **VETERANS PRIMARY CARE CLINIC**

The Veterans Primary Care Clinic is a satellite clinic of the VA Hospital in Louisville, Kentucky. This clinic was established to provide health care services to the veteran

population located in and around the Fort Knox area. Our patient population serviced is service connected and non-service connected veterans. The age range served is adults and geriatrics (age 25 and older).

Enrollment into the clinic is determined by time served in a branch of the Armed Forces, Honorable Discharge, and other eligibility criteria as set by Congress. An initial appointment with our eligibility clerk for means testing will clarify the level of financial responsibility that the veteran will bear.

Hours of operation are Monday through Friday from 8:00 a.m. - 4:30 p.m. To obtain an appointment or for further information call the clinic at (502) 624-9396/9309. Questions may be directed to the Clinic Administrator at (502) 624-9843. The clinic is located in the Basement. **The Veterans Clinic is a satellite clinic of the VA Medical Center, Louisville, Kentucky**

### **INTERNAL MEDICINE CLINIC**

The Ireland Internal Medicine Clinic provides managed health care to enrolled members. It was established primarily for beneficiaries with chronic health problems. Retirees with family members aged 17 or younger are not eligible for enrollment because there is no Pediatrician assigned to this Clinic.

Hours of operation are:

Monday - Friday 7:30 a.m. – 4:30 p.m. (except Holidays and Training Holidays)

To make an appointment, enrolled members may call the appointment line at (1-800-941-4501) beginning at 7:30 a.m. To limit the number of calls into the clinic and consequently the amount of time spent on hold, appointments should be made using the TRICARE Service Center. Beneficiaries who walk-in for medical care will be evaluated by a triage nurse and may be required to wait for the next available appointment. The clinic is located on the first floor. Questions may be directed to the Clinic Administrator at (502) 624-0513.

### **NEUROLOGY**

The Neurology clinic provides care on a consultation basis to all patients. Once a patient is referred, appointments can be made by calling the TRICARE Service Center at (502) 942-2063. Neurology is located in the Internal Medicine Clinic on the 1st floor. Sleep studies are located on the 2nd floor.

Hours of Operation:

Monday – Friday 8:00 am – 4:00 pm

### **GASTROENTEROLOGY**

The Gastroenterology clinic provides services that are available by appointment only and require a physician's consult. Appointments can be made by calling the TRICARE Service Center at (502) 942-2063. Gastroenterology is located in the Internal Medicine Clinic on the 1st floor.

Hours of Operation:

Monday & Tuesday 1:00 pm – 4:30 pm

Thursday (procedures only) 9:00 am – 4:30 pm

## **FAMILY MEMBER IMMUNIZATION CLINIC**



Kentucky school certificates are given to schoolchildren at the clinic. All shots must be listed and dated and a PPD (TB test) must be given and results read by clinic personnel before a school certificate is issued. PPD tests are only given on Monday through Wednesday and Friday. No PPD is given on Thursday. All patients receiving a PPD must return to the clinic after 48-72 hours to have the test read by clinic personnel.

Screening for immunizations is done Monday through Friday from 7:30 a.m. to 3:30 p.m. by appointment only. Thursday is the only day for walk-ins. Bring the patient's medical record and yellow shot record. Patients receiving immunizations are required to remain in the clinic for 20 minutes after receiving immunizations. This is a precaution due to possible reaction to any vaccine.

## **CENTRAL EXAMINATION STATION**

The Central Examination Station (CES) provides physical examinations to Active Duty personnel and Reserve component personnel with official orders for a physical. The types of physicals provided include but are not limited to:

Periodic Physicals

Over 40 Physicals

Chapter Physicals

Retirement Physicals

DODMERB/ROTC Physicals

Flight Physicals

Hours of operation are:

Monday - Friday 7:30 a.m. - 12:00 noon

1:00 p.m. - 4:00 p.m.

CES is located on the first floor. All physical examinations are by appointment only and can be made by calling (1-800-941-4501). Active Duty personnel who do not live in close proximity to Fort Knox will want to get part 1 and part 2 on the same day. This can be coordinated when calling to make the appointment.

## **EKG CLINIC**

The EKG Clinic provides the following services: Routine EKG testing and Holter monitoring.

Hours of Operation:

Monday - Friday 7:30 a.m. – 12:00 p.m. and 1:00 p.m. – 4:30 p.m. (except Holidays and Training Holidays)

Routine EKGs and Holter's are provided on a walk-in basis. A provider must order all tests prior to being performed. EKG is located on the 1<sup>st</sup> floor in Internal Medicine.

## **CARDIOLOGY**

Cardiology is available at IACH via a cardiology contract, "Medical Center Cardiologists." All services offered by "Medical Center Cardiologists" are by



appointment only and require a physician's consult. Appointments can be made by calling the TRICARE Service Center at 942-2063. "Medical Center Cardiologists" are located in the Internal Medicine Clinic on the 1st floor.

Hours of Operation:

Tuesday Mornings 9:00 a.m. – 1:00 p.m.

Friday Afternoons 12:00 noon – 4:00 p.m.

(Except Holidays and Training Holidays)

### **RESPIRATORY THERAPY/PULMONARY FUNCTION**

Respiratory Care is responsible for treatment and diagnostic testing of outpatients and inpatients with respiratory disorders. All services provided by the Respiratory Therapy/Pulmonary Function are done by appointment on physicians order. To schedule an appointment, please call (502) 624-9180/9688. The clinic is located in the Internal Medicine Clinic on the 1st floor.

### **ALLERGY/DERMATOLOGY CLINIC**

The Allergy/Dermatology Clinic provides care on a consultation basis to enrolled active duty personnel and their family members.

Hours of Operation:

Monday – Friday 7:30 a.m. – 4:30 p.m.

To make an appointment, call the IACH appointment line at 1-800-941-4501. The clinic is located on the 1st floor. For additional information please call 624-9149/9160.

### **EXCEPTIONAL FAMILY MEMBER PROGRAM**

The Exceptional Family Member Program (EFMP) is designed for family members with medical, psychological or educational needs that require special services or care of a physician specialist. Enrollment provides the Military Personnel Office with needed information during the assignment process. This office processes overseas screening, developmental assessments and processes EFMP enrollments.

Hours of Operation:

Monday - Friday 8:00 a.m. – 11:30 a.m.

1:00 p.m. – 4:00 p.m.

The EFMP Office is located in the Basement. For further information, please contact the EFMP office at (502) 624-9307.

### **EDUCATION & DEVELOPMENT INTERVENTION SERVICES**

Education & Development Intervention Services (EDIS) offers evaluation and assistance to Active Duty personnel with infants and toddlers ages 0 to 3 years of age who live on Fort Knox. Clinic services are provided to infants and toddlers living off-post on a space available basis. Such services include evaluation and intervention in the areas of early childhood special education, speech therapy, physical therapy, and occupational therapy.

There is a coordinated program with the Child Development Center to provide toddlers with interactions between peers of the same age. It has a lending closet of equipment and toys for special needs children, lending library of books and videotapes

developed to meet the needs of parents and professionals, and water exercise for children with physical therapy needs.

Therapists are trained in neurodevelopment therapy, sensory integration therapy, and feeding and swallowing therapy. For additional information, please contact the EDIS office at (502) 624-9552.

## **DEPARTMENT OF SURGERY**

### **GENERAL SURGERY CLINIC**

The mission of the General Surgery Clinic is to provide medical care to all individuals eligible for care at this medical treatment facility requiring surgical evaluation or treatment.

All patients require a consultation for the initial visit. Routine consultation will be seen by appointment, unless the referring physician consults with the surgeon on-call for a same day appointment. Emergency consultations will be seen the same day by the surgeon on-call or the surgical Physician's Assistant with prior notification from the referring physician.

The General Surgery Clinic is open 7:30 a.m. - 12:00 noon and 1:00 - 4:00 p.m., Monday through Friday. Walk-ins for wound care, suture/staple removal/dressing changes are from 8:00 - 11:00 a.m. The clinic is located on the first floor.

To schedule a new patient appointment, call the 1-800-941-4501 TRICARE number. To schedule a follow-up appointment call (502) 624-9441/9444. Waiting time for routine appointments is from 3-4 weeks. Operating Room procedures are scheduled for Monday, Wednesday, Thursday, and Friday per the needs of patient and the availability of the Operating Room.

### **UROLOGY CLINIC**

The mission of the Urology Clinic is to provide medical care to all individuals eligible for care at this medical treatment facility requiring urology evaluation or treatment.

All patients require a consultation for initial visit (except vasectomies). Routine consultations will be seen by appointment, unless the referring physician consults with the Urologist for a same day appointment. Emergency consultations will be seen the same day with prior notification from the referring physician.

The Urology Clinic is open Monday - Friday, 7:30 a.m. - 12:00 p.m and 1:00 p.m. - 4:00 p.m. The clinic is located on the first floor.

To schedule an appointment call (502) 624-9447. Waiting time for routine appointments is from 3-4 weeks. Operating Room procedures are scheduled for Wednesday and Friday per the needs of the patient and the availability of the Operating Room.

### **ORTHOPEDIC SURGERY**

The mission of the Orthopedic Surgery Service is to take care of all active duty soldiers and their dependents, and retired members and their eligible family members.

All patients require a consult from their primary health care provider or the emergency room physician for trauma/injury cases.

Consults may be brought to the TRICARE Service Center's front desk for scheduling an appointment. You may also call for an appointment by using the 1-800-941-4501 TRICARE number. Waiting time for routine appointments is 2-3 weeks.

The Orthopedic Clinic is open Monday thru Friday from 7:30 a.m. - 4:00 p.m. The clinic is located on the first floor.

### **PODIATRY CLINIC**

The mission of the Podiatry Clinic is to take care of all active duty soldiers, their dependents, retired member and their eligible family members.

Active duty soldiers may make an appointment or be seen at sick call on Tuesday, Wednesday, or Thursday from 7:30 a.m. – 8:30 a.m.

All other patients may make appointments through TRICARE at 1-800-941-4501. The Podiatry Clinic is open Monday through Friday from 7:30 a.m. – 4:00 p.m. The clinic is located in the Orthopedic Clinic.

### **PHYSICAL THERAPY**

Physical Therapy provides evaluation, patient education and treatment for patients with neuro-musculo-skeletal injury and pain and post-operative rehabilitation. A consultation and medical records are required for the initial evaluation. Rehabilitation services for neurological conditions such as stroke and brain injury and pediatric care are limited. Hours of operation are Monday through Friday, 6:30 a.m. to 5:00 p.m. Physical Therapy is closed for lunch 12:00 to 1:00 p.m. daily, and closed for in-service and staff meeting every Thursday afternoon. The clinic phone number is 624-9676. The clinic is located on the 1<sup>st</sup> floor.

### **OCCUPATIONAL THERAPY**

Occupational Therapy provides services to all beneficiaries eligible for care. The Occupational Therapy clinic evaluates, initiates treatment, and provides patient education for patients with neuro-musculo-skeletal injury of the arm and hand. Rehabilitation for neurological conditions such as stroke is limited. This clinic does not provide developmental or sensory integrative therapy for children.

Hours of operation are Monday through Friday, 7:30 a.m. to 4:30 p.m. The Clinic is closed for lunch 12:00pm to 1:00 p.m. and for staff training Thursday 1430-1500. For appointments call (502) 624-9964. The clinic is located on the 1<sup>st</sup> floor.

### **ENT CLINIC (Service not currently available.)**

Patient's referred for ENT (Ear, Nose & Throat) Specialist consultation should go to the TRICARE Service Center for assistance with scheduling an appointment.

### **OPHTHALMOLOGY CLINIC**

The mission of the Ophthalmology Clinic is to provide comprehensive evaluation and treatment of medical and surgical diseases of the eye for all eligible beneficiaries, to include active duty soldiers, military dependents, and retirees.

Medical eye care is routinely provided for patients with glaucoma, diabetic retinopathy, and other ocular disorders. Surgical services include cataract removal, straightening of crossed eyes, correction of drooping eyelids, and various laser procedures. Pediatric ophthalmology services are also provided on a limited basis.

All new patients are required to have a consult from a physician, nurse practitioner, or physician assistant in order to be scheduled in the clinic. The only exception to this rule is for routine diabetic eye exams, which can be scheduled directly through the clinic front desk without a consult. Routine examinations for glasses are not performed by Ophthalmology, but should instead be obtained through the Optometry Clinic.

The ophthalmology service is actively involved in providing laser vision correction to Fort Knox soldiers through the Warfighter Refractive Eye Surgery Center at Fort Campbell. Information on this program may be obtained at the clinic front desk.

The clinic is located on the first floor of the hospital and is open Monday through Friday, 0800-1600 hrs. The clinic phone number is (502) 624-9133/9022.

### **OPTOMETRY CLINIC**

The mission of the Optometry Clinic is to provide primary care to all eligible beneficiaries including retirees and their family members. Our exams focus on two main areas: prescriptions for glasses, and evaluation of ocular health. We provide military glasses to active duty and retired service members, and safety glasses to eligible employees.

Some services are provided on a walk-in basis: physicals, driver's license screenings, and visits to repair or order military-issue glasses. Walk-in hours for these services are from 8:00 a.m. to 11:00 a.m. and 1:00 p.m. - 3:00 p.m., exams require an appointment, to make an appointment call the TRICARE Service Center at **1-800-941-4501**.

Routine eye exams often require dilation of the eyes. The dilation lasts about 4-6 hours and makes it difficult or impossible for some people to drive home. You may want to bring a driver, or have a backup plan for getting home if you cannot drive. Less frequently we use dilating drops that last for 24 hours, but these are primarily used for class I flight physicals.

By regulation, we cannot do routine contact lens care if it interferes with our basic eye care mission. However, if you wear contacts successfully, and just need a written prescription to buy new contact lenses of the same brand, we can renew your contact lens prescription. You would need to bring written information about your old contact lenses. We are primarily looking for four things: brand, base curve, power, and diameter. You can get this information from your previous doctor or from the original contact lens packages. Contact lens fittings on new contact lens wearers are usually NOT done; if done as an exception to policy, the contact lens fitting would normally require a second and subsequent follow-up visit.

Our clinic is located on the first floor of Ireland Army Community Hospital. We are open from 7:30 a.m. – 12:00 noon and 1:00 –4:00 p.m., Monday through Friday. Our phone number is (502) 624-9133.

### **OBSTETRICS/GYNECOLOGICAL CARE**

Women's health services offered includes annual exams, family planning, and obstetric care for active duty and eligible family members. Appointments are made by

TRICARE at **1-800-941-4501**. If you have questions you can call the clinic at (502) 624-9170.

Patients assigned to a Primary Care Clinic (PCC) should first be seen by their PCC. These clinics will refer patients to OB/GYN as necessary.

Birth control and hormone pill refills are available Monday through Friday by calling the clinic prior to 1100. Patients that do not have a current PAP smear will be given a short birth control prescription. Prescriptions may be picked up the same day.

The OB/GYN Clinic is located on the fifth floor.

## **DEPARTMENT OF BEHAVIORAL HEALTH**

The Department of Behavioral Health (DBH) consists of several closely related, collaborative clinics in close physical proximity, linked together by a mission to identify and treat the spectrum of mental health problems. Our clinics consist of the Army Substance Abuse Program (ASAP), Behavioral Health Clinic (BHC), Family Advocacy Program (FAP), Social Work Services (SWS), and Family Counseling Center (FCC). All mental health care providers are fully qualified and credentialed. In addition, a 24-hour **crisis HOTLINE** is available to assist with problems needing urgent attention dealing with life and death situations. Calling **624-HELP (624-4357)** will access trained professionals, 24 hours a day, 7 days a week. See the information provided below for further information regarding our services.

### **ARMY SUBSTANCE ABUSE PROGRAM**

Services provided by Army Substance Abuse Program (ASAP) include evaluation for possible alcohol and other drug problems, outpatient treatment for substance abuse and dependence, referral for inpatient care when indicated, hospital and command consultation and psycho-education services. Treatment modalities include individual and group counseling.

ASAP is located on the first floor, in the Department of Behavioral Health (DBH). Hours of operation are Monday through Friday from 8:00 a.m. to 4:30 p.m. Appointments may be made by calling (502) 624-0321/9948/9960 or in person.

### **BEHAVIORAL HEALTH CLINIC**

The Behavioral Health Clinic (BHC) provides a full spectrum of services in the prevention, education, early detection, diagnosis and treatment of mental health problems due to stress, emotional disorders and mental illness. The clinic also provides psychological testing, medication management, medical boards, TDRLs, and counseling for marital problems, parenting issues, bereavement, child/adolescent issues, family separation and stress. Treatment modalities include emergency evaluations, crisis intervention, consultations, relaxation training for symptom reduction, individual and group psychotherapy, treatment with psychotropic medications, couples/marital therapy and family therapy.

The clinic is located on the first floor, in the Department of Behavioral Health (DBH). Hours of operation are Monday through Friday, 7:30 a.m. to 4:30 p.m. Appointments can be made by calling (502) 624-9960/9948 or in person. When the clinic is closed, crisis intervention for extreme emergencies can be accessed through the Emergency Room where a mental health on-call provider is available.

## **FAMILY ADVOCACY PROGRAM**

The Army Family Advocacy Program (FAP) responds to issues of domestic violence, (spouse abuse, child physical abuse, sexual crimes against children, and child neglect) within the military community.

The Family Advocacy Program provides evaluation and treatment of abusive and/or potentially abusive family situations. Individual, marital, family, and group therapy as well as referrals to various community support services are provided.

Kentucky law and Army regulations require reporting of any suspicion of spouse or child abuse or neglect including unattended children. Reports may be made anonymously.

How to report spouse or child abuse:

During duty hours;

Army Community Services (ACS) – (502) 624-6291

Family Advocacy Program (FAP) – (502) 624-9523/9533

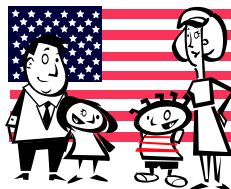
Military Police (On Post) – (502) 624-2111

Local Police Dept. (Off Post)

After duty hours;

Military Police (On Post) – (502) 624-2111

Local Police Dept (Off Post)



## **FAMILY COUNSELING CENTER**

The Family Counseling Center (FCC) is staffed by licensed clinicians and clerical staff. The Staff strive to provide mental health services for family members and dependents of active duty service personnel. We are located on the west wing of the Department of Behavioral Health (DBH). Hours of operation are from 8:00 to 4:30, Monday through Friday except Federal Holidays. The phone # is 624-0207.

There are many stressors that influence the behavior of military personnel and their families, including deployments, child behavioral problems, marital stressors, physical illnesses, and retirement from active duty military service. Each patient is seen for an intake evaluation, staffed, and then assigned to a provider for therapeutic intervention. Most often, patients are scheduled for counseling as part of a family unit, but individual therapy, psychological testing, group therapy, psycho-education, medication management and referral to community agencies are also utilized. Inpatient hospitalization is available at local facilities, when needed.

We do not see patients for domestic abuse counseling, substance abuse treatment, child abuse cases or custody evaluations related to divorce mediation. These types of cases are referred out to SWS/FAP and community agencies.

We maintain an active consultation and liaison between IACH medical services, FAP,

ASAP, and local public school environments where child and adolescent patients are enrolled.

### **SOCIAL WORK SERVICES**

Social Work Services (SWS) is located within the Department of Behavioral Health, first floor, Ireland Army Community Hospital. Services offered include: individual, marital, families, group, HIV counseling, discharge planning and community resource information and referrals.

Hours of operation are Monday through Friday, 7:30 am - 4:30 pm. Appointments can be made by calling (502) 624-9523/9533. Walk-Ins are welcome and will be helped as soon as a Health Care Provider is available.

### **PREVENTIVE MEDICINE SERVICE**

The goal of the Preventive Medicine Service is to prevent disease and to promote health for the Fort Knox community. To accomplish these goals, we provide services through the sections that comprise our department: Community Health Nursing, Health and Wellness Center, Occupational Health Services, Environmental Health, Industrial Hygiene, Hearing Conservation, and Radiation Protection. Simply stated, our department functions as the public health department of Ft. Knox. Phone numbers are (502) 624-0508. Preventive Medicine is open Monday through Friday, 7:30 a.m. to 4:00 p.m.

### **HEALTH AND WELLNESS CENTER**

The goals of the Health and Wellness Center (HAWC) are to promote health and wellness through increasing awareness and to provide education and interventions that improve and maintain health.

We offer a variety of services in support of those goals. We offer the following services by appointment: Tobacco Cessation Classes, Civilian Employee Health Promotion, and Diabetic Education Program. No appointment is needed to attend our Tobacco Cessation Support Group which meets each Tuesday in the Health and Wellness Center Classroom at 10:30 a.m. Cholesterol Screening and Blood Pressure Screening are available on Wednesday mornings from 8:00-11:30 a.m. on a walk-in basis.

We make arrangements for many special classes and events throughout the year for you and send announcements out to the local community through the Turret and local radio stations. If you are interested in having a class on a particular topic, please contact the HAWC.

Our Resource Center for Patient Education offers videos, audiotapes and printed materials for customer use. Internet access is offered to our customers to continually improve your sources of health information. You can find the most current research and information on any health related topic.

We are located on the basement level of IACH and our hours of operation are 7:30 a.m. to 4:00 p.m., Monday through Friday. You may call us at (502) 624-WELL (9355).

## **COMMUNITY HEALTH NURSING**

The goals of the Community Health Nursing are to prevent the spread of communicable diseases, increase readiness of soldiers and safeguard the health of the community. This is done through the following:

Disease investigations

Tuberculosis Control Program

HIV Education, Notification, Counseling and Case Management

Health consultant doing inspections and providing training for all Child Youth Services

Notify blood donors if their blood is not accepted and provide follow-up counseling

Required by law Disease Reporting

Hepatitis Surveillance, Counseling, Education and Reporting

Rabies Incidence oversight

Home Visits (for health education only)

Child safety issues (assessment and teaching)

Troop and Community Education

Travel Medicine

Sexually Transmitted Disease Education, Management, Reporting, and Investigation

Medical Readiness Program In processing all permanent party soldiers

Clinic Information:

Clinic Hours of operation are: Monday - Friday, 7:30 a.m. - 4:00 p.m.

Community Health Office Telephone: (502) 624-0572. The Clinic is located on the 4<sup>th</sup> floor, Wing 4A of the hospital. Call for appointment, only walk-in clinic is 0730-0900 for those who suspect they may have a sexually transmitted disease.

## **OCCUPATIONAL HEALTH SERVICE**

The goals of the Occupational Health Service are to assess the health of employees for employment on Fort Knox and provide surveillance for workers exposed to potential hazards. Mission is to achieve a healthier workforce and reduce occupational injuries/illnesses.

Services are provided for the following types of patients:

Department of the Army civilian employees paid from appropriated funds

-Pre-placement and periodic examinations

-Initial treatment of an on-the-job injury

Active duty military personnel

American Red Cross volunteers

Federal agencies with signed Intra-Service Support

Services include:

- Workplace hazards for pregnant women
- Occupational Vision
- Respiratory Protection
- Illness Absence Monitoring
- Case Management of Occupational Injuries/Illnesses
- Employee Health Education
- Chronic Disease/Disability Surveillance
- Disease Investigations
- Annual Tuberculosis (TB) Screening of hospital personnel



## NUTRITION CARE DIVISION

The Nutrition Care Division (NCD) is divided into two branches: Clinical Dietetics and Production and Service.

### CLINICAL DIETETICS BRANCH

**Mission:** To take care of the service member and their families through timely, appropriate nutrition care and education for readiness now and prevention of disease in the future.

**Type of Patients:** Clinical Dietetics Branch provides outpatient and inpatient care. The most common diagnoses treated include:

Diabetes (Type I, Type II and Gestational)  
Hyperlipidemia (Cholesterol and/or triglycerides)  
Hypertension  
Cancer  
Failure to thrive  
Gastrointestinal disorders  
Prenatal nutrition (normal and high risk)  
Osteoporosis  
Obesity (pediatric)  
Pre/Post Surgical patients  
Active duty weight control and civilian weight management

**Age of Patients:** All ages from newborn to geriatric.

**Clinic Hours of Operation:** The Nutrition Clinic is open 7:30 a.m. to 4:30 p.m., Monday through Friday. Classes/appointments may be arranged in person or via telephone through TRICARE. There is a Registered Dietitian on call for weekend and after hour's emergencies.

**Appointments:** Call the TRICARE appt line at 1-800-941-4501. Consults are required except for active duty weight control, civilian weight management, cholesterol, and hypertension.

**Inpatient care** consists of screening, assessing, educating, and meeting discharge needs for all patients. Patients seen by NCD include active duty, retired military and all eligible family members.

**Outpatient care** includes weekly classes, individual appointments, and health fairs. In addition, services to the community are provided at Day Care Centers, Troop Dining Halls, and Nutrition Education for groups (basic trainees, Commanders/ ISG and NCO Courses).

**Diabetes Education Program** is available to gain knowledge in controlling adult onset Diabetes through an interdisciplinary approach. Call 624-9355 for information.



## PRODUCTION AND SERVICE BRANCH

**Mission:** To provide wholesome, appealing meals for patients, staff, and visitors.

**Telephone Number:** (502) 624-9488/9400/9286

**Hours of Operation:** The Dining Facility is open Monday through Friday. Closed on weekends, holidays and training holidays.

6:30 a.m. to 8:30 a.m. - Full Service Breakfast

8:30 a.m. to 11:00 a.m. - Self Service Breakfast

11:00 a.m. to 2:00 p.m. – Full Service Lunch

2:00 a.m. to 4:00 p.m. - Self Service Lunch

4:00 p.m. to 5:00 p.m. – Full Service Dinner

5:00 p.m. - Closed

## ANCILLARY SERVICES

### PHARMACY SERVICE

**Hours of Operation:**

**Hospital Pharmacy:** 7:30a.m. - 6:00p.m. Monday through Friday,  
8:00a.m. - 4:30p.m. Saturdays, 9:00a.m. - 4:30p.m. Sundays, holidays and military  
training holidays. Closed on Thanksgiving, Christmas and New Year's Day.

**PX-Pharmacy:** Tuesday through Saturday, 9:30a.m. - 6:00p.m. Closed for lunch Sat  
only 1:00p.m.-1:30p.m. Closed Sundays, Mondays and all holidays. Training holidays  
are normal hours.

**Telephone Numbers:** For general pharmacy inquiries you may call  
(502) 624-9655/9731, (Hospital Pharmacy), or (502) 624-9264, (PX Pharmacy). For  
complaints, suggestions, compliments, please write the Chief, Pharmacy Service or call  
(502) 624-9342.

**How to Refill Prescriptions:**

It is pharmacy policy to phone in, mail in, or request refills through the Internet ahead of  
time. Refills should be picked up within 7 days from the date ordered.

**Call-In Refill Service:** Call any time 24 hours a day to (502) 624-9345/9346 or 1-  
800-440-7058. Have the following information ready before calling: sponsor's last four  
numbers of social security number and all prescription numbers that you desire to have  
refilled. You may choose to have the prescription refilled at the Hospital or the PX  
Pharmacy. A detailed information sheet on how to make use of this service is available  
in the Pharmacy waiting area. Pickups are at Window #1. No number is required, just  
walk up and follow the posted directions.

**Mail-In Refill Service:** Pick up a mail-in refill card in the Pharmacy waiting area.  
Fill it out at your convenience and mail it at least 14 days in advance, specifying what  
date you expect to pick up your medications. Once your card is received by the  
Pharmacy, it is held until the day prior to your designated pickup date and then filled.  
Pickups are at Window #1. Again, no claim check number is required; just walk up and  
follow the posted directions.

***Refill of Prescriptions from Other Pharmacies:*** Refill of prescriptions originally filled at civilian pharmacies and VA Hospitals cannot be refilled at Ireland. Prescription refills from other Department of Defense facilities, except for controlled substances, may be honored if it has not been one year from the original fill dates and Ireland carries the medication. All controlled substances require a new prescription. All refills from other DOD facilities must be processed while you wait so that your prescription information can be recorded in the computer system. You must have the label. Please take a claim check and be seated until you are directed by our informational sign to proceed to one of our processing windows. All your remaining refills will transfer to Ireland, making the other facility's prescription void.

**How to Fill New Prescriptions:** Take a claim number from the dispenser by the lobby television (at the Hospital Pharmacy) upon arrival, and be seated in our waiting area until your number appears on the displayed board. Please do not leave since you may miss your turn and be required to get another number. When your number appears on the display boards, you should proceed to the appropriate window for service. The **patient's** military ID card is required to process all prescriptions. Even though there may be a lot of patients waiting in the Pharmacy waiting area, you should not become alarmed. The average wait time is usually less than 10-15 minutes, except during peak work hours from 10:30 a.m. to 12:30 p.m. when the waiting time occasionally exceeds 30 minutes for only a short time. If possible, you should avoid visiting the Pharmacy during peak work hours.

Several advantages that our window system offers you are: very personalized one-on-one service; the ability to resolve drug allergies, drug interactions, drug duplications, and clinical screens (all of which can be life-threatening); the ability to make alternative drug recommendations for items not stocked by IACH; the ability to attempt to contact your community physician about prescription problems (illegible handwriting, drugs not stocked, etc.); and the ability for our staff to properly counsel you concerning your various drug therapies. *Since these valued services require your presence, prescriptions cannot be dropped off and picked up later.*

It should be noted that IACH provides your prescription needs from a formulary, meaning that it does not stock all commercially available drugs. The requirement is in place because of a limited operating budget and to ensure appropriate use of drugs and government funds. If we do not stock a medication that your physician has prescribed for you, please ask the person assisting you if there is an alternate stocked drug that your physician can consider prescribing for you instead.

The Pharmacy can fill prescriptions written by a private community physician if the medication is on the IACH formulary and meets IACH policy guidelines. Most maintenance medications can be prescribed for up to a 90-day supply with up to three refills. It is important for the patient's physician to authorize generic substitution on the prescriptions. Prescriptions must be filled within 30 days from the date written. Controlled substances prescriptions must be filled within 72 hours of the date written. Two prescriptions for the same medication are not allowed. The newest prescription cancels all previous prescriptions for that medication.

## MOST FREQUENTLY ASKED PHARMACY QUESTIONS



**Question #1:** *Can I get a prescription from my private community physician filled at the Ireland Army Community Hospital Pharmacy?*

**Answer:** In most cases, the answer is yes. Drugs stocked by the Pharmacy are determined by the hospital Pharmacy and Therapeutics Committee composed of physicians and other health-care providers based on their drug choice needs and on national standards of medical practice. Budget constraints also directly influence what drugs are stocked by the pharmacy. Although the Pharmacy does not stock all commercial brand name drugs, it may stock equivalent medications that can be prescribed by your physician instead. In most cases, the pharmacy person assisting you at the service window can make alternative recommendations for drugs not stocked and in some cases make changes over the telephone if your physician concurs. It should be noted that it is usually difficult for the Pharmacy to reach doctors by phone due to physicians' busy schedules.

**Question #2:** *When I obtain a prescription from my private community physician and the Pharmacy does not stock the drug, why can't an IACH physician prescribe a substitute?*

**Answer:** It is not good medical practice and against Army Regulations for a physician to prescribe drugs for patients they have not completed a thorough evaluation on, and whose medical condition(s) they are not familiar with. It is also not good medical practice for one physician to intervene into another physician's patient care practice. It also raises a legal concern of who would be legally liable if something went wrong with the drug therapy. The answer is to either have your community physician prescribe drugs stocked by IACH or to use the National Mail Order Pharmacy (NMOP), TRICARE pharmacies, or other private insurance plans to cover most of the prescription cost for drugs not stocked at IACH.

**Question #3:** *Why does the pharmacy not honor new prescriptions that are older than 30 days for routine medications or older than three days for controlled drugs from the date that they are written?*

**Answer:** When a patient's condition is evaluated and a drug prescribed, the doctor wants the patient to start the drug as soon as possible to quickly resolve the medical problem. When a patient waits 30 or more days to pick up the medication, the potential exists that the medical condition has already cleared up on its own, thus eliminating the need for the medication. Our policy prevents the dispensing of an unnecessary medication and wasting of valuable resources. The reason for the three-day limitation on controlled or narcotic drugs is similar, but is also related to the nature of these drugs and the potential for abuse. Generally, physicians limit the use of these types of drugs to only severe cases to alleviate pain or severe discomfort. If a patient can tolerate the pain or discomfort for more than three days, then it becomes questionable from a medical

standpoint whether the patient should be taking a narcotic medication. The three-day limit is directed toward protecting the patient and preventing drug addiction.

**Question #4:** *Why can't the Pharmacy give me more than a two to three month supply of medications at each fill when I have been taking the same drug for years and live many miles away from Ireland?*

**Answer:** Having a policy whereby a six-month supply of medication would be issued at one time cannot be done without other hospital services being adversely affected because of budget constraints. This could rapidly deplete stock on hand and increase operating costs so that other clinic services would have to be reduced or eliminated or some medications would have to be permanently discontinued. Also, if a six-month supply was issued and the patient's medical condition changed and the prescribed drugs were then discontinued by the patient's physician, then valuable resources would be wasted. Under current practices, a manageable balance exists between clinical services and the Pharmacy operating budget. It also enables our facility to protect the full range of services available and serve the greatest number of patients. Most maintenance medications, except for controlled substances, can be filled as prescribed up to a 90-day quantity with the number of refills not to exceed a one-year supply.

**Question #5:** *Why are some medications restricted to a 10 or 30-day supply without refills?*

**Answer:** Most of the medications, which are restricted, are controlled substances, medications having a high potential for abuse. By limiting the dispensed quantities of these highly addictive substances, potential abuse problems and drug addiction can be avoided. Federal law governs some of these restrictions; Army Regulations and hospital policies govern others.



**Questions #6:** *Why must I receive a new prescription every year for most maintenance medications and after every fill for most controlled substances?*

**Answer:** It is good medical practice for a patient to be reevaluated by a physician at least once each year to ensure that the type and dosage of medications are continuing to have the desired medical outcome. It is also important that each patient's physician is aware of all new medical problems, which could affect the drug therapy regimen. New prescriptions are required with each fill of most controlled substances because of their highly addictive nature which in turn causes a need for very close monitoring by both the patient and all health care professionals involved with the patient's medical care.

**Question #7:** *Why must I show my ID card at the Pharmacy?*

**Answer:** Regulations require that medical care and services be provided only to eligible beneficiaries. Showing a military ID card at the Outpatient Pharmacy serves this purpose and helps prevent fraud, waste and abuse. It also ensures that each patient receives his/her correct medications, since many patients have the same or similar names. As a convenience, a spouse or sponsor may pick up medications for family members, if they show the patient's ID card.

**Question #8:** *Why can't I drop off prescriptions and pick them up later?*

**Answer:** Because the patient's presence during prescription processing is necessary to resolve prescription problems efficiently; to detect, annotate in the computer system, and resolve drug allergies, drug interactions, drug duplications, and clinical screens (all of which can be life threatening); to make alternative drug recommendations for items not stocked by IACH; to contact your community physician about prescription problems (illegible handwriting, drug not stocked, etc.); and to properly counsel you concerning your various drug therapies.

**Question #9:** *Why is it when I return to the Pharmacy for a refill, I am sometimes given a medication which is a different size, color, or shape from the original issued to me?*

**Answer:** The pharmacy continues to try to purchase each stocked drug at the best price. This helps ensure that adequate funds are available because of a limited budget for purchasing most of your prescription needs. This practice sometimes causes us to receive various brands of the same drug, causing your medications to look different. Pharmacy personnel usually place an auxiliary label on your refill bottles in an attempt to make you aware of the change. If you have not been informed of change in appearance verbally, or by sticker, please call the dispensing Pharmacy to verify you have the correct medication.

**Question #10:** *When my refills are used up, why won't the pharmacy fill my prescriptions anyway?*

**Answer:** Your Doctor wrote the prescription for a certain quantity of medication with a specific number of refills. Once the refills have been used, the prescription is no longer valid. Federal law prohibits dispensing prescriptions without a valid prescription on hand to validate the physician's order.

**Question #11:** *Does the PX Pharmacy fill prescriptions as well as refills?*

**Answer:** The PX Pharmacy is an extension of the Hospital Pharmacy. They can do both refills and new prescriptions. The PX Pharmacy is able to stock a limited number of items. If your medication is not stocked at the PX Pharmacy you will receive a letter notifying you of this the first time, you pick it up.

## DEPARTMENT OF PATHOLOGY

The Department of Pathology manages, coordinates, and provides a wide range of clinical and anatomic services to all authorized health care providers and beneficiaries, 24 hours a day, seven days a week.

The laboratory operates within standards and guidelines set by Joint Commission on Accreditation of Healthcare Organizations (JCAHO), College of American Pathologists (CAP), Food and Drug Administration (FDA), American Association of Blood Banks (AABB), and the National Committee for Clinical Laboratory Standards (NCCLS). Regular duty hours are Monday through Friday, 7:00a.m. to 6:00p.m. Extended hours are available on Saturdays from 9:00a.m. to 1:00p.m. Routine specimens are processed during these hours. On weekends, holidays and after duty hours, the laboratory operates with a reduced staff to perform emergency laboratory procedures. Most patients are seen on a walk-in basis. Appointments must be made for Glucose Tolerance Tests (GTT) and Fertility Counts (males only) call (502) 624-9360/9361. Patients traveling a considerable distance are encouraged to call the lab at least one day prior to coming in to determine if there are any special instructions for testing they are to undergo (for example, fasting prior to having blood work done).

In order to protect our patients' privacy as they are served at the front desk, the laboratory utilizes a number system. Upon entering the lab, patients are asked to take a

number and be seated in the waiting area. Patients are then individually served, in turn, at the front desk in preparation for specimen collection. A valid military or dependent ID card is necessary for specimen collection and processing.

The laboratory is located on the first floor. For further information you may contact them at (502) 624-9363/9360.

## **DEPARTMENT OF RADIOLOGY**

The mission of the Department of Radiology is to provide radiological and nuclear medicine services, both diagnostic and therapeutic, to the patients of Ireland Army Community Hospital and the surrounding community.

In-house services provided include routine radiography, Fluoroscopy, Mammography, Computerized Tomography, Ultrasound, Nuclear Medicine (diagnostic and therapeutic), and some limited interventional capabilities. Additionally, MRI and limited angiography services are provided at the VA in Louisville in coordination with the radiologists at Fort Knox.

Hours of operation for routine examinations are Monday through Friday from 7:30 a.m. to 4:00 p.m. Plain film radiography is provided 24 hours a day to support the Emergency Room and clinics. All other after hour services are provided as needed after consultation with the radiologist.

### Telephone Numbers for Making Appointments:

*Radiology Front Desk:* (502) 624-9621/9622. This is our central appointment area and helps make appointments for fluoroscopy exams.

*Mammography:* (502) 624-9318

*Ultrasound:* (502) 624-9627/9621

*Computerized Tomography (CT):* (502) 624-9611/9621

*MRI's:* Scheduled through the clinics/TRICARE

*Nuclear Medicine:* (502) 624-9280

## **OTHER PROGRAMS AND SERVICES**

### **TRICARE/TRICARE SERVICE CENTER**

TRICARE is the Department of Defense's Managed Health Care Program for active duty service members, service families, retirees and their families, and survivors.

TRICARE is a blend of the military's direct system of hospitals and clinics and the Civilian Health and Medical Program of the Uniformed Services.

TRICARE offers patients three health care options:

1. TRICARE Prime Plan. Beneficiaries are assigned or select a Primary Care Manager (PCM). A PCM is a provider of primary care, including clinics, practice sites or Military Treatment Facilities (MTF) that provide or arrange for all health care services required by the Prime enrollee. Most care is at little or no cost to Prime patients.

2. TRICARE Extra Plan. Beneficiaries who do not enroll into Prime may still benefit from using the providers in the contractor's network where possible. On a case-by-case basis, beneficiaries may participate in TRICARE Extra by receiving care from a network provider. Beneficiaries will take advantage of the reduced charges under Extra and a reduction in cost share. Covered services are the same as TRICARE Standard.

3. TRICARE Standard Plan. The TRICARE Standard Plan is identical to the CHAMPUS fee for service program. Its benefits and costs are unchanged from the

## CHAMPUS Program.

All active duty service members are to be enrolled into TRICARE Prime. Other individuals eligible for TRICARE are family members, retirees and their families and survivors who are entitled to health care under Sections 1079 or 1086 and 1072(2), Title 10, Chapter 55, United States Code. Not included are those individuals who are entitled to civilian care, such as family member parents and parents-in-law, and those eligible for Medicare by reason of reaching age 65. These beneficiaries remain eligible for care at MTF's on a space-available basis. The MTF is offering limited enrollment into TRICARE Plus for age eligible Medicare beneficiaries. Please contact the TRICARE Service Center on the 4<sup>th</sup> floor of the hospital for information on this program or contact the TRICARE Service Line at 1-800-941-4501.

To receive the expanded benefits and special cost shares of Prime, beneficiaries must enroll into Prime. Active duty members and non-active duty beneficiaries must take specific action to enroll. Enrollment is for a 12-month period and for retirees, retiree families, and survivor families, involves payment of an enrollment fee.

The TRICARE Service Center provides beneficiary enrollment, access to and referral for care, information on the point-of-service option, information (including on-line access to the claims processing system for information about the status of a claim), assist beneficiaries with claim problems, and continuity of care services to all military health system (MHS) beneficiaries including, but not limited to active duty personnel, family members, survivors, Medicare eligible beneficiaries and all other categories of individuals eligible to receive MHS Services. The TRICARE Service Center provides personal assistance to beneficiaries seeking information about the TRICARE Prime, TRICARE Extra, and TRICARE Standard Programs. The TRICARE Service Center advises beneficiaries of care options and services offered, including services under the Health Care Finder activities.

The Health Care Finder (HCF) is responsible for facilitating referrals for health care and for authorizing certain health services. They also inform beneficiaries on how to obtain care, referral procedures, and rules regarding use of providers. HCF's serve all MHS beneficiaries, including Medicare eligible beneficiaries, regardless of their enrollment status.

The operating hours of the TRICARE Service Center are: Monday through Friday from 7:00 a.m. to 7:00 p.m., and Saturday 9:00 a.m. to 1:00 p.m., they are closed on federal holidays. The toll-free telephone number to reach the TRICARE Service Center is 1-800-941-4501. The TRICARE Service Center is located on the 4<sup>th</sup> floor of Ireland Army Community Hospital on Fort Knox.

## MEDICARE

Medicare is a national health program for people 65 years of age and older; certain younger, disabled persons, and people with kidney failure. It is divided into two parts: Hospital Insurance (Part A) and Medical Insurance (Part B). You are eligible for Medicare if you or your spouse worked for at least 10 years in Medicare-covered employment, and are 65 years old and a citizen or permanent resident of the United States. You might also qualify for coverage, if you are younger and have a disability or chronic kidney disease.

The Health Care Finder (HCF) located in the TRICARE Service Center (TSC) can assist in obtaining benefits under the Medicare Program. If a patient is approaching their 65<sup>th</sup> birthday, call the HCF at 1-800-941-4501 or visit the TSC located at Ireland Army



Community Hospital. You can contact the Medicare Office in Elizabethtown, Kentucky by telephoning (270) 769-2410 or you may call the national telephone number 1-800-772-1213.

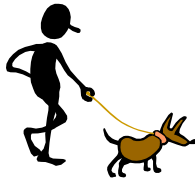
### **LOST AND FOUND**

Lost and Found is on the 8<sup>th</sup> floor Room #8-23/Security Manager in the PTM&S office. They can be reached at (502) 624-9707. Following an adequate description of the lost article, your property will be returned, if it has been secured in PTM&S. Personal property belonging to current patients, with their approval, may be turned in to the Patient Clothing and Baggage Room, located in the Patient Admissions Office.

### **MEDICAL WARNING TAGS**

Army Regulation 40-5 authorizes issuance of the Medical Warning Tag as a means of rapid recognition of selected health problems when records are not available and the individual is not able to give a medical history. The criteria for issuance of the tags are that the medical history cannot be readily attained and indicated medical care might be improper, delayed or compromised. The red warning tags are worn in addition to the regular metal ID tags for active duty personnel. Prior to issuance of the red tags, a physician's approval is necessary. The tag is available from Admissions and Dispositions.

### **VETERINARY CARE**



The Veterinary Treatment Facility, located in Building 1068 offers vaccinations, over-the-counter sales for pet supplies and medications, plus examinations for routine pet care. Clinic visits are made by appointment by calling (502) 624-5819/5442. Hours of operation are Monday through Friday, 8:00a.m. to 12:00 noon and 1:00 - 4:00p.m.

The Stray Animal Facility is located in the Veterinary Treatment Facility. Stray pets are confined for three working days for their owners to claim them. If they are not claimed in that time they are put up for adoption or subject to euthanasia. The hours of operation are Monday through Thursday from 8:30a.m. - 11:30a.m. and 1:00p.m. - 3:30p.m. and Friday from 8:30a.m. - 11:30a.m.

### **CAMP MEMORIAL BLOOD CENTER**

Camp Memorial Blood Center (CMBC) provides required blood and blood products on a routine basis to IACH and over 30 other military treatment facilities. As one of the three largest blood donor centers in the Army, this facility collects, processes, and ships an average of 1000 units of blood per month. CMBC also collects and processes autologous (self-donated) blood with a physician's request, for those patients who are planning to undergo a surgical procedure that is likely to require a blood transfusion. The Army Blood Program is regulated by AR 40-3, which states that all commanders will develop and maintain a program of donor motivation and education. Furthermore, all student groups shall be made available, in their entirety, for blood donations. All military

students receive an educational briefing on the blood program and are given the opportunity to donate. However, all decisions to donate *must be voluntary* in order to ensure a safe blood supply. Commanders are authorized to give time off incentives for blood donation. You are encouraged to ask your NCO/Supervisor about such donor incentives. CMBC is restricted to collections from active duty and retired military, family members, DOD civilians, and contract personnel on post only. CMBC cannot collect blood from the local civilian population.

During January of each year, CMBC celebrates National Volunteer Blood Donor Month by recognizing those donors who reach a multi-gallon status of blood donations and all organizational units that motivate the greatest percentage of their assigned strength to participate in the blood program. The annual recognition ceremony provides CMBC with a pleasant way of saying thank you to those unselfish donors, who give the most important, yet inexpensive, gift of all, Blood.

CMBC coordinates community blood drives with local clubs and organizations, unit blood drives on Fort Knox and off-post blood drives at Ft Campbell, KY, Ft Benning, GA, and Ft Jackson, SC. Information on becoming a blood drive sponsor or volunteer, can be obtained by calling the Donor Program Coordinator at (502) 624-6633/3111, or by visiting our facility at Building 1003 on the corner of 1<sup>st</sup> Cavalry Regiment Road and 192<sup>nd</sup> Tank Battalion Road. The donor center hours are Monday through Friday from 8:00a.m. To 4:00p.m and other times can be accommodated upon request. Walk-ins are welcome.

### **THIRD PARTY COLLECTION PROGRAM**

#### **Do you have private health insurance?**

If so, please ask us how we might be able to help you pay your annual deductible and increase the level of service we provide you.

**All we request of you is that you take a moment of your time to provide us with your private health insurance information. We take care of the rest.**

#### **What is the Third Party Collection Program?**

The Consolidated Omnibus Reconciliation Act of 1986 (COBRA) established the Third Party Collection Program (TPCP) and under this law requires us to determine if we can recover the government's cost of your care from your group or individual health insurance company. If you are covered by a health insurance policy or you are a member of an HMO, we need your insurance information. This includes Medicare Supplemental policies as well.

#### **Does it cost me anything?**

No. Often, enrolling in the program can save you money. For inpatient stays, we waive the per diem rate charged by the Hospital Treasurers Office when your insurance carrier pays. IACH absorbs any deductibles or co-pays that must be met which may satisfy your deductible if you later seek private care.

#### **Are there any other benefits?**

Revenue generated under this program comes directly to Ireland Army Community Hospital and we use this money to enhance health care at this facility. This program has allowed us to provide our patients with some high-cost pharmaceuticals that we normally would not carry at our pharmacy and to purchase needed equipment to serve you better. IACH must comply with this law and we need your help to make this program successful.

#### **How do I enroll?**

Simply complete the TPCP Insurance Information Sheet and return it to your clinic or the TPCP Office.

**Where can I get more information?**

The Third Party Collection Office is located on the ground floor of the hospital, RM XBB-2A, adjacent to the Admissions and Dispositions Office. The phone number is (502) 624-9870/9630.

**RED CROSS VOLUNTEERS**

The American Red Cross Volunteer Program at IACH is designed to support and supplement the hospital staff. Volunteers are recruited, trained and assigned areas in relation to the needs of the medical facility.

The Red Cross also has a Youth Volunteer Program for teens ages 14-17 who volunteer their time during the summer months.

If you have some spare time and think you might like to be a volunteer, please contact the chairman of volunteers at the American Red Cross Field Office. The phone number is (502) 624-2163, or contact the hospital office at (502) 624-9866.

**FORT KNOX DENTAL ACTIVITIES**

Dental clinics operate on a compressed time schedule Monday through Friday. The hours for Hospital, and Jordan Dental Clinics are 0700 - 1645, Monday through Thursday and 0700-1545 on Friday.

**Hours for Sick Call are:**

**0700 – 1000 & 1230 – 1430 Monday through Friday**

**Hours for Exams are:**

**0700 – 1100 & 1230 – 1430**

Only true dental emergencies are seen after duty hours. Emergencies should report to the Emergency Room at Ireland Army Community Hospital. A true dental emergency is defined as swelling, trauma, uncontrolled bleeding, or excruciating pain.

Each dental clinic supports specific units. Active duty personnel should seek dental treatment at their assigned clinic:

**Hospital Dental Clinic** - 851 Ireland Avenue, Phone (502) 624-9671/9670 supports: MEDDAC, DENTAC, Medical Hold, and RCF prisoners.

**Jordan Dental Clinic** - 2724 Brave Rifles, Phone (502) 624-7313/7314 supports, USA Armor Center and School, Garrison Command, 16<sup>th</sup> Cavalry Regiment, 113<sup>th</sup> Army Band, HQ & LEC/PMO, Co A USAARMC, Co B USAARMC, Recruiting Command, ROTC, Readiness Groups, Reserves, National Guard, 1<sup>st</sup> Armored Training Brigade (ATB), 703d Ordnance Detachment EOD, 4<sup>th</sup> Cavalry Brigade, NCO Academy, 233d Transportation Company, DENTAC, Foreign Officers and family members, all branches of service personnel, and miscellaneous units not identified above.

Active duty military may arrange examinations at their assigned clinic or be seen on “walk in” basis. Sponsors are encouraged to enroll their family members in the TRICARE Family Member Dental Insurance Plan (TFMDIP). The sponsor’s unit PAC provides this service. There is a list of local TFMDIP dentists available at all dental clinics.

Questions regarding dental care may be addressed to the Senior Dental Non-commissioned Officer at (502) 624-6457.

## AUTOMATED CALL DISTRIBUTION SYSTEM

### Hospital Information: 624-9333

Ireland Army Community Hospital has an automated call distribution system whereby callers can reach the hospital clinical areas through one number. The phone number is (502) 624-9333.

If calling from a rotary phone and need information, please stay on the line, your call will be transferred to an attendant. In an EMERGENCY, please hang up and dial 911.

### KEY TELEPHONE NUMBERS



The following is an easy reference to key telephone numbers in the Hospital. The page numbers are also listed so you can “read more about it.”

Allergy/Dermatology	page 17	624-9149/9160
Army Substance Abuse Program	page 21	624-0321/9948/9960
Behavioral Medicine Clinic	page 22	624-9960/9948
Camp Memorial Blood Center	page 35	624-6633/3111
Central Examination Station	page 16	624-9485
Chaplain	page 5	624-9714/9415
Clinical Dietetics	page 26	624-9355
Community Health Nursing	page 24	624-0572
Early Intervention Service	page 17	624-9552
Exceptional Family Member Program	page 17	624-9307
Family Advocacy Program	page 22	624-9523/9533
Family Counseling Center	page 23	624-0207
General Surgery	page 18	624-9441/9444
Health and Wellness Center	page 24	624-WELL (9355)
Health Benefits Office	page 5	624-9187/9188
Hospital Treasurer	page 12	624-9272
Internal Medicine Clinic	page 15	624-0533
Ireland Primary Care Clinics #1	page 14	624-0433
#2	page 14	624-0498
#3	page 14	624-0449
OB-GYN	page 21	624-9170
Occupational Health	page 25	624-0582/9561
Occupational Therapy	page 19	624-9964
Ophthalmology	page 20	624-9133
Optometry Clinic	page 20	624-9133
Orthopedic Clinic	page 19	624-9562
Patient/Staff Liaison	page 4	624-9665/9011
Pathology (Lab)	page 32	624-9363/9360
Pharmacy		
Call-In Refill Service	page 27	624-9345/9346
Outpatient Pharmacy (Hospital)	page 27	624-9655/9731
PX Pharmacy	page 27	624-9264

Chief, Pharmacy	page 27	624-9342
Physical Therapy	page 19	624-9676
Podiatry Clinic	page 19	624-9560
Preventive Medicine	page 23	624-0508
Radiology (X-ray)		
Front Desk	page 33	624-9621/9622
Mammography	page 33	624-9318
Ultrasound	page 33	624-9627/9621
Computerized Tomography (CT)	page 33	624-9611/9621
Nuclear Medicine	page 33	624-9280
Respiratory Therapy/Pulmonary Function	page 17	624-9180
Social Work Services	page 23	624-9523/9533
TRICARE Service Center	page 33	942-2063
TTY Service		
Pharmacy		624-9878
Emergency Room		624-9891
Urology	page 18	624-9447

